



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

JENSEN

Serial No.: 09/492,114

Filed: January 27, 2000

Atty. File No.: 4366-10

For: "CALL MANAGEMENT SYSTEM
USING DYNAMIC QUEUE
POSITION"

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

RECEIVED
Technology Center 2600
MAY 20 2003

) Group Art Unit: 2642
Examiner: WILLIAM J. DEANE, JR.

AMENDMENT AND RESPONSE

"EXPRESS MAIL" MAILING LABEL NUMBER: EV 331285456 US
DATE OF DEPOSIT: 5/14/03

I HEREBY CERTIFY THAT THIS WITH THE UNITED STATES
POSTAL SERVICE "EXPRESS MAIL POST OFFICE TO
ADDRESSEE" SERVICE UNDER 37 C.F.R. 1.10 ON THE DATE
INDICATED ABOVE AND IS ADDRESSED TO THE COMMISSIONER
FOR PATENTS, P.O. BOX 1450, ALEXANDRIA, VA 22313-1450.

TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE:

INTRODUCTORY COMMENTS

Applicant submits this Amendment and Response to address the Office Action having a mailing date of February 14, 2003 (Paper No. 4). Applicant has added new Claims 21-34 and canceled Claims 10-15. Please debit Deposit Account No. 50-1602 for the \$144.00 in additional claims fees. Although the Applicant believes that no other fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 50-1602.

Please amend the above-identified patent application as follows:

05/14/2003 CCHAU1 00000049 501602 09492114
05/14/2003 144.00 CH



05-16-03

GAU-2642 \$

PATENT APPLICATIONS

AMENDMENT TRANSMITTAL

CASE DOCKET NO. 4366-10

RE THE APPLICATION OF: ROY A. JENSEN
SERIAL NO: 09/492,114

DATE FILED: January 27, 2000

FOR: "CALL MANAGEMENT SYSTEM USING DYNAMIC QUEUE POSITION"

COMMISSIONER FOR PATENTS
P.O. BOX 1450
ALEXANDRIA, VA 22313-1450

SIR:

TRANSMITTED HEREWITH IS AN AMENDMENT IN THE ABOVE-IDENTIFIED APPLICATION

- SMALL ENTITY STATUS OF THIS APPLICATION UNDER 37 CFR 1.9 AND 1.27 HAS BEEN ESTABLISHED BY A VERIFIED STATEMENT PREVIOUSLY SUBMITTED.
- A VERIFIED STATEMENT TO ESTABLISH SMALL ENTITY STATUS UNDER 37 CFR 1.9 AND 1.27 IS ENCLOSED.
- NO ADDITIONAL FEE IS REQUIRED.

THE FILING FEE HAS BEEN CALCULATED AS SHOWN BELOW:

	(COL. 1) CLAIMS REMAINING AFTER AMENDMENT	(COL. 2) HIGHEST NO. PREVIOUSLY PAID FOR	(COL. 3) PRESENT EXTRA	SMALL ENTITY			LARGE ENTITY	
				RATE	ADDITIONAL FEE		RATE	ADDITIONAL FEE
TOTAL:	*	28	-	** 20	8	X \$9 =	OR	X \$18 = \$144.00
INDEP:		3	-	*** 3	0	X \$42 =	OR	X \$84 = \$0.00
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIMS				+ \$140 =		OR	+ \$280 =	
ADDITIONAL FEES				TOTAL:		OR	TOTAL: \$144.00	

*IF THE ENTRY IN COL. 1 IS LESS THAN THE ENTRY IN COL. 2, WRITE "0" IN COL. 3.

**IF THE "HIGHEST NUMBER PREVIOUSLY PAID FOR" IN THIS SPACE IS LESS THAN 20, WRITE "20" IN THIS SPACE.

***IF THE "HIGHEST NUMBER PREVIOUSLY PAID FOR" IN THIS SPACE IS LESS THAN 3, WRITE "3" IN THIS SPACE.

THE "HIGHEST NUMBER PREVIOUSLY PAID FOR" (TOTAL OR INDEPENDENT) IS THE HIGHEST NUMBER FOUND FROM THE EQUIVALENT BOX IN COL. 1 OF A PRIOR AMENDMENT OR THE NUMBER OF CLAIMS ORIGINALLY FILED.

- PLEASE CHARGE DEPOSIT ACCOUNT NO. 50-1602 IN THE AMOUNT OF \$ 144. A DUPLICATE COPY OF THIS SHEET IS ENCLOSED.
- A CHECK IN THE AMOUNT OF \$ _____ TO COVER THE FEE IS ENCLOSED.
- THE COMMISSIONER IS HEREBY AUTHORIZED TO CHARGE PAYMENT OF THE FOLLOWING FEES ASSOCIATED WITH THIS COMMUNICATION OR CREDIT ANY OVERPAYMENT TO DEPOSIT ACCOUNT NO. 50-1602. A DUPLICATE COPY OF THIS SHEET IS ENCLOSED.
 - ANY FILING FEES UNDER 37 CFR 1.16 FOR THE PRESENTATION OF EXTRA CLAIMS.
 - ANY PATENT APPLICATION PROCESSING FEES UNDER 37 CFR 1.17.

RESPECTFULLY SUBMITTED,

SHERIDAN ROSS P.C.

Douglas W. Swartz
Douglas W. Swartz
Registration No. 37,739

"EXPRESS MAIL" MAILING LABEL NUMBER: EV331285456US
DATE OF DEPOSIT: 5/14/03

I HEREBY CERTIFY THAT THIS IS WITH THE UNITED STATES POSTAL SERVICE "EXPRESS MAIL" POST OFFICE TO ADDRESSEE" SERVICE UNDER 37 C.F.R. 1.10 ON THE DATE INDICATED ABOVE AND IS ADDRESSED TO THE COMMISSIONER FOR PATENTS, P.O. BOX 1450, ALEXANDRIA, VA 22313-1450.

TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE: Amy Duarte